

# Riccardo Reali

## Contact

### Address

Toronto, Canada

### Phone

6479018936

### E-mail

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## Skills

Cpr and First Aid Multitask and Organizational Skills

Fast Learner Attention to Details

## Languages

English

Spanish

Italian

French

Conscientious Customer Service Associate, with experience solving problems creatively and using tact and diplomacy to achieve win-win outcomes. Team player comfortable in competitive, fast-paced environments. Effective in handling direct customer inquiries, and executing financial responsibilities.

## Work History

2021-05 -

2022-01

### Statistics Canada Enumerator

*Statistics Canada, Toronto, ON*

- Remote work.
- Collected large amount of data.
- Assisted with translation barrier for Spanish and Italian respondents.
- Managed collection data management system.
- Data Entry.
- Attended zoom team meetings.
- Conducted phone and in-person interviews.
- Data entry quality control.
- Met weekly goals set by team leader.
- Handled office administration and forms.

2020-01 -

2020-03

### Screening Officer

*CATSA, Toronto*

- Ensured safety of all passengers.
- Screened passengers and luggage.
- Directed passengers to locations and answered their questions.
- Operated screening equipment.
- Made effective decisions to ensure safety under all circumstances.

2018-03 -

2019-12

### Sales Supervisor

*180, Toronto*

- Answered phone and customer direct calls as required.
- Managed Inventory.
- Worked along with management and followed directions
- Opening/Closing operations.
- Oversaw employee performance, corrected problems and increased efficiency to maintain productivity targets.
- Strengthened merchandising and promotional strategies to drive customer engagement and boost sales.

2016-02 -

2018-02

### Store Clerk

*Convenient Store, Etobicoke*

- Responsible for the filling and delivery of all requisitions for stock items from store
- Provided excellent customer service
- Disinfected display cases, shelves and aisles
- Managed POS transactions
- Received, stored and reported all incoming items
- Created monthly displays to increase sales.
- Assisted customer by locating items, processing payments and carrying out heavy purchases.

2014-09 -  
2015-10

### **Hotel Front Desk**

*Hotel 300, Rome, Italy*

- Answered phone calls.
- Assisted guests with general services.
- Checked guests in/out.
- Handled cash and credit cards payments.
- Managed e-mails.
- Responsible for creating a complete report for management.
- Collected room deposits, fees and payments.

2013-07 -  
2014-07

### **Cast Member Supervisor**

*Walt Disney World, Orlando, FL*

- Trained new cast members
- Assisted guests with inquiries and complaints
- Managed kiosk inventory
- Helped creating an unforgettable experience for our guests
- Supervised 4 cast members per shift
- Worked as part of the team in daily operation.

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## **Education**

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### **High School Diploma**

*Liceo James Joyce - Italy*